Interim Report of the Committee on Administration and Public Affairs

Richard L. Philmon, Chairman Illinois Department of Agriculture Springfield, Illinois

Reference Key Number

400 Introduction

400 Introduction

The Committee on Administration and Public Affairs submits its Interim Report for consideration by the National Conference on Weights and Measures. This Report highlights the major items discussed and actions we proposed during the 2000 Interim Meeting. The Committee considered communications it received prior to and during the Interim Meeting in developing this report.

Reference Key Items Contained in the Report

Table A identifies all of the items contained in the report by Reference Key Number, Item Title, and Page Number. The item numbers are those assigned in the Interim Meeting Agenda. Voting items are indicated with a "V" after the item number. Items marked with an "V" after the reference key number are informational items. An item marked with a "W" means that item has been withdrawn. No items have been withdrawn items at this time.

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Details of All Items

(In Order by Reference Key Number)

401 Regional Weights and Measures Association Activities

401-1 I Regional Reports

We reviewed the reports from the Regional Associations and considered them in developing the items contained in this agenda. We request that each Regional Association:

- 1. Have their safety liaison (see 403-2) make a safety related presentation during their 2000 regional meeting.
- 2. Identify training needs of the association, individual jurisdictions, and service personnel.
- 3. Promote the NCWM Certified Instructor Program (see 403-3).
- 4. Sponsor a Train-the-Trainer Class for their members (see 403-3).

402 Program Management

402-1 V Voluntary Program Assessment Working Group

Source: Board of Directors

Background: Sid Colbrook of the State of Illinois chairs the Voluntary Program Assessment Working Group (VPAW). The group's primary task is to develop a voluntary self-assessment program for weights and measures agencies. The original objective of establishing a national database to evaluate the effectiveness of weights and measures programs has been expanded to include minimum standards for weights and measures programs, model report forms, and criteria for self-assessment. Ross Andersen (New York) formed a Retail Motor Fuel Subgroup including Steve Martin (New York), Mike Sikula (New York), Barbara DeSalvo (Ohio), and Mike Belue (Belue Associates) who developed an evaluation checklist for retail motor-fuel dispensers. The Subgroup also developed a model report form for inspecting and testing retail motor-fuel dispensers and minimum standards criteria.

Action at 85th NCWM Interim Meeting

The A & P Committee reviewed the third draft of a checklist for assessing a retail motor fuel program prepared by the Retail Motor Fuel Subgroup. The Retail Motor Fuel Program Self-Assessment Checklist uses a question and answer format that allows users to perform a comprehensive program review by comparing the different program components to the model requirements in the checklist. The checklist contains minimum requirements for laws and regulations, test equipment, training, supervision, and enforcement practices. It also includes separate checklists for the administrative and inspection functions of a program. The checklist for retail motor fuel devices serves as the model for future checklists for retail computing and vehicle scales, vehicle tank meters, loading rack meters, and other program functions such as package inspection.

The A & P Committee agreed to recommend that NCWM adopt the Retail Motor Fuel Program Self-Assessment Checklist concept at the 85th NCWM Annual Meeting in Richmond, VA, in July 2000. Appendix A contains a copy of the checklist. Please study the checklist and send comments to Ross Andersen, State of New York, Department of

Agriculture and Markets, 1 Winners Circle, Albany, NY, 12235, or by fax at 518-457-5693, or by email at agmweigh@nysnet.net.

The A & P Committee also agreed to establish a peer-review based recognition program for jurisdictions that successfully complete the self-assessment. We commend Sid Colbrook and the other members of the VPAW, especially Ross Andersen, Steve Martin, and Mike Sikula (New York), Barbara DeSalvo (Ohio), and Mike Belue (Belue Associates) for volunteering their time and talents to develop the checklist.

Volunteers Needed

The A & P Committee needs volunteers to field test the Retail Motor Fuel Program Self-Assessment Checklist and assist in finalizing it for possible NCWM adoption. Volunteers from both State and local jurisdictions are invited to participate in the field evaluation of the checklist to ensure that it meets the diverse needs of the weights and measures community. To volunteer, please contact Sid Colbrook by e-mail at scolbrook@agr.state.il.us, or by telephone at 217-785-8301, or fax at 217-524-7801.

Volunteers are also needed to help develop checklists for other weights and measure activities such as retail computing scales, vehicle tank meters, and others using the Retail Motor Fuel Program Self-Assessment Checklist as a model. We will provide the checklist in electronic format and provide administrative and technical assistance. Contact Sid Colbrook to volunteer. Sid Colbrook announced that Jack Kane, Montana Weights and Measures, has volunteered to prepare a self-assessment checklist for vehicle scale testing programs for the Committee to consider. We appreciate Mr. Kane's participation in this program.

Presentation at Annual Meeting

The A & P Committee will sponsor a presentation on the Retail Motor Fuel Program Self-Assessment Checklist at the 85th Annual Meeting. Please refer to the Annual Agenda for details on the time and location of this event. The VPAW will meet again at the 85th Annual Meeting. Please refer to the Annual Meeting's agenda for details on the time and location of this session. For further information, contact Sid Colbrook by e-mail at scolbrook@agr.state.il.us, or by telephone at 217-785-8301, or fax at 217-524-7801.

Committee Recommendation: Adopt the Voluntary Program Assessment Work Group Checklists for Retail Motor Fuel Dispensers as presented in Appendix A. Adoption of the concept presented in this checklist will enable us to develop additional checklists in the future using the same format. We will routinely update and improve the checklists after they are initially adopted to ensure they reflect the needs of weights and measures programs.

402-2 I Safety Information

Source: State and Local Jurisdictions Incident/Accident Report Forms

The A & P Committee has not received any Incident/Accident Reports for the last 2 years. The NCWM Incident/Accident Report Form is now available on the Internet at http://www.nist.gov/ncwm and on the NCWM's Fax on Demand System at 1-800-925-2453 (request document 301). The Committee is in the process of adding more safety information on the NCWM Homepage on the Internet. Except for the Southern Weights and Measures Association, each regional association has appointed a safety liaison to coordinate safety related issues within each region and to work with the Committee's Safety Liaison, Charles Gardner. We hope the regional liaisons will improve the distribution of safety information at the grassroots level. The Committee recommends that each regional association has its safety liaison make a safety related presentation during each 2000 regional meeting.

The Regional Safety Liaisons are:

Western Weights and Measures Association:

Craig Leisy, Supervisor Weights and Measures Seattle Licenses and Consumer Affairs 805 South Dearborn Street Seattle, WA 98134

Tel: 206-386-1129 Fax: 312-386-1129 Email: craig.leisy@ci.seattle.wa.us

Central Weights and Measures Association:

Sherry R. Fowlkes, Inspector Weights and Measures Department 1903 St. Mary's Avenue Fort Wayne, IN 46808

Tel: 219-427-1157 Fax: 219-427-5789 Email: sherry.fowlkes@ci.ft-wayne.in.us

Northeastern Weights and Measures Association:

Michael J. Sikula Weights and Measures Specialist New York Bureau of Weights and Measures 373 North Road, Brookside Building (HRPC) Poughkeepsie, NY 12601-1197

Tel: 914-473-7239 Fax: 914-473-3947 Email: weighpou@nysnet.net

Southern Weights and Measures Association:

Charles E. (Ed) Coleman Standards Supervisor Tennessee Department of Agriculture Weights and Measures P.O. Box 40627 Melrose Station Nashville, Tennessee 37204

Tel: 615-837-5109 Fax: 615-837-5015

Charles Gardner, Committee Safety Liaison, encourages all weights and measures officials and device service personnel to read the 1991 Report of the National Conference on Weights and Measures Task Force on Safety. He also encourages the regional associations to include safety presentations at their meetings. One reason for this suggestion is that the staff of weights and measures jurisdictions has experienced tremendous turnover since the Task Force on Safety published its report. We believe it is important to make safety information available to all Conference members and interested parties. In response to the suggestion, the Committee placed the "Report for the Task Force on Safety" (1991) on the NCWM home page under the link "Publications and Programs." These reports are free and can be downloaded in Adobe Portable Document Format (PDF). This access will make distributing the accident report form throughout the weights and measures community easier. See Item 402-3 for additional information on the NCWM home page.

402-3 I NCWM Internet Home Page

http://www.nist.gov/ncwm

The NCWM maintains its home page free of charge on the NIST Office of Weights and Measures (OWM) site. We are working with OWM to expand the variety, scope, and amount of information available on the home page to both publicize the Conference and inform and educate officials, industry, and consumers. For example, OWM has placed the "Report for the Task Force on Safety" (1991) and the "Report of the Task Force on Fraud" (1988) on the home page under the link "Publications and Programs." Both reports are available at no charge and can be downloaded in Adobe Portable Document Format (PDF).

We have also placed the list of the National Training Program's "Certified Instructors," the "NCWM Incident/Accident Report Form" and the "Retail Motor Fuel Program Self-Assessment Checklist" on the home page so that these documents can have the widest possible distribution. We are also investigating adding links to noncommercial sites that provide safety information (e.g., material safety data sheets), State and Federal laws and regulations, and home pages of State and local weights and measures offices.

403 Education

403-1 I National Training Program

During the 2000 Interim Meeting, The A & P Committee began to implement the Training Delivery Plan adopted by the membership at the 84th Annual Meeting. During 2000-2001, we will revise NCWM Publication 11 – "*National Training Program*" to incorporate the provisions of the new training plan and to focus on implementing the new goals and standards.

The new training plan include procedures for:

- Identifying training courses to be offered.
- A way to update and maintain training materials.
- A process to classify trainers as certified or qualified to deliver training.
- A process for ongoing quality assessment and improvement.

One of the historic problems for the National Training Program is funding to pay for developing and distributing of training materials and for presenting of an ample number of courses to meet the training needs of officials and service industry personnel. We believe that obtaining long-term and adequate funding for the National Training Program should be one of the Board of Director's highest priorities. We encourage the Board to work closely with the Legislative Liaison Committee and NIST to obtain Congressional funds to support this important effort.

Presentation at Annual Meeting

At the 85th Annual Meeting in July, The A & P Committee will sponsor a presentation on our progress toward implementing the new National Training Plan. Please refer to the Annual Meeting Agenda for details on the time and location of this event.

Trainer Subcommittee

One of the new proposals in the plan involved appointing a permanent Trainer Subcommittee to act as an advisory group to address training issues. The Subcommittee would determine training needs, select training courses to be presented, update existing training materials, and develop new training materials and courses as needed. The members of the Trainer Subcommittee would include representatives from the following groups: one experienced trainer from each regional weights and measures association, one industry member from weighing, one from measuring, and one from the packaging sector, and a NIST Technical Advisor. The Committee recommends that appointments to the Subcommittee be for a period of 5 years.

We agreed that appointing highly qualified members to the Subcommittee is one of most important components of a viable training program. We also believe that the group must meet regularly (at least 2 weeks a year) to fulfil their duties, which include updating existing training materials and creating new courses. The success of the Subcommittee depends on available resources. For example the weights and measures members must have the following: (1) a broad range of related experience and be active and competent trainers, (2) must have their agency's commitment of work time in which to perform the duties associated with the appointment, and (3) the NCWM must have the money to pay for travel, meeting, and administrative costs. We have also learned from Association Membership Committee representatives that some members of the NCWM in private industry face limited or diminished resources and support for participating in extra activities (such as the Subcommittee). Given these realities, we believe that formally establishing the Subcommittee must wait until long-term funding is available to the NCWM to support all participants in this effort. We will submit the following budget request for the Subcommittee to the Board of Directors:

Training Subcommittee Budget Request to NCWM

- 1. Travel, hotel, and meal expenses for seven members of the Subcommittee (1 official from each of 4 regional associations and up to 3 industry representatives = 7). Note: NIST will pay for the technical advisors' expenses. We acknowledge that the estimate is high, but the Subcommittee members may also incur additional expenses in connection with developing and updating training materials. Their individual agencies or companies may not be able to cover these expenses. Subcommittee funds will pay for these expenses.
 - a. Using estimated maximum average cost of up to \$1500 per-person x 7 = \$10,500 per meeting.

- b. Two meetings a year = \$21,000
- 2. Estimated annual cost for administrative support from NCWM Headquarters, expenses for meeting rooms, audio-visual equipment, reproduction, shipping, and miscellaneous costs (e.g., providing each member with standard computer software to facilitate their work.)
 - a. \$6,000

Total Annual Request for Training Subcommittee: \$27,000

Future Training

Currently, the Office of Weights and Measures (OWM) has three staff vacancies in positions that support the training program. In addition, OWM's entire training staff is either involved in transfering NTEP administration to the NCWM or in preparing a new edition of NIST Handbook 133. Everyone on the Committee understands that there is always more work to do than time and people to do it. We believe the NCWM membership will agree that both projects, NTEP transfer and Handbook 133, are high priority issues that, when completed, will benefit everyone. So we intend to work with OWM to support them on these projects while encouraging them to continue their training efforts.

OWM had tentatively planned to present two Instructor Training Schools in 2000, but this commitment depends on the availability of staff time to update and prepare training materials, arrange equipment and locations for field demonstrations, and other factors. One class may be on NTP Course 206 "Vehicle Scales," and the second subject may be Course 304 "Loading Rack Meters." The schools are tentatively scheduled for August or September 2000.

The A & P Committee is soliciting ideas on developing a priority list of training for future Instructor Training Courses. If future funding is available, we recommend that NIST present the following schools:

For 2001, Instructor Training Schools be based on NTP Course 303 "Vehicle-Tank Meters" and Course 602 "Commodity Regulations."

For 2002, Instructor Training Schools be based on NTP Course 203 "Medium Capacity Scales" and Course 601 "Checking the Net Contents of Packaged Goods."

We would also like to know how interested the members are in NCWM's developing schools that focus on inspecting and testing taximeters, automatic weighing systems, belt-conveyor scales, railroad scales, and timing devices. Please submit comments to Ken Butcher at the regional meetings, at kbutcher@nist.gov, or contact Ken at 301-975-3991.

Funding Request

Through the Board of Directors we will submit a request through the Board of Director's to NIST asking that OWM receive funds to continue to provide at least two Instructor Training Schools annually.

OWM Instructor Training School Budget Request

- 1. Travel, hotel, and meal expenses for 25 students.
 - a. Using estimated maximum average cost of up to \$1500 per-person x 25 = \$37,500 per school.
 - b. Two schools a year = \$75,000
- 2. Estimated annual cost for administrative support, expenses for training rooms, audio-visual equipment, reproduction, shipping, special transportation arrangements, and miscellaneous expenses.
 - a. \$10,000

Total Annual Request to NIST Management for OWM Instructor Training Schools: \$85,000

403-2 I Associate Membership Scholarship Fund

Source: Associate Membership Committee

At the 84rd NCWM, the Associate Membership Committee adopted a resolution to award 50 scholarships each in the amount of \$500 for a total of \$25,000. These scholarships were made available to State and local weights and measures jurisdictions to recover costs of inspector training and to regional associations for publishing newsletters. The Associate Membership Committee received a total of 73 scholarship applications this year and awarded scholarships to three regional and one state association, and eighteen State and local jurisdictions.

The funds will be used to support newsletters for several regional associations and provide training in subjects ranging from test procedures for LPG measuring devices to the National Type Evaluation Program. See Appendix B for a detailed list of the recipients and the type of training or education that will be provided from these funds. We thank the Associate Membership Committee's generous support of weights and measures training programs and education.

403-3 I NCWM Certified Instructors

The A & P Committee began implementing (see 404-1) new criteria to certify trainers as part of the Training Delivery Plan that was adopted at the 84th NCWM Annual Meeting. As mentioned in 403-1, we will revise NCWM Publication 11 – "*National Training Program*" to incorporate the provisions of the new training plan implementing the new standards.

The training plan adopted in 1999 now requires that National Training Plan Certified Instructors:

- a. Complete a "Train the Trainer" course or program on adult training delivery of at least 16 hours in length approved by the A&P Committee or the Trainer Subcommittee or possess a teaching certificate or degree from an accredited educational institution;
- b. Receive a certificate of completion of an OWM Instructor Training Course in a particular subject area; Once a person is a Certified Instructor in any NTP course or subject, certification in additional courses requires participation in an OWM Instructor Training Course for those specific subjects with the required prerequisites or through documented competency in the specific subject area and approval of the A&P Committee.
- c. Plan and present the subject course in a classroom setting with sufficient notice given to the Committee to allow for an evaluation process to be established;
- d. Submit to the NCWM A&P Committee the NTP training evaluation forms which participants complete (Student Evaluation Forms);
- e. Maintain an overall evaluation by the student participants of "Above Satisfactory" as well as the same evaluation by the Committee using the established evaluation process to be recertified.
- f. Be recertified every five years. A Certified Instructor will be evaluated every 5 years to insure that each instructor maintains the necessary training skills necessary to effectively deliver and train in each subject area. A Certified Instructor who has not conducted training during the past 5-year period or does not meet the standards established by the Committee will lose certification.

Trainers currently certified under the original NCWM Certified Instructor requirements will be automatically qualified under the new requirements. With the adoption of this plan, currently-registered Certified Instructors will be subject to the same 5-year review of their certification. For them to receive recognition in new NTP courses or subjects, certification in additional courses requires them to participate in an OWM Instructor Training Course for the specific subjects or through documented competency in the specific subject area and approval of the A&P Committee. Each Certified Instructor must continue to adhere to the standards set for Certified Instructors and NCWM sanctioned training delivery.

We will encourage each regional association to sponsor a Train-the-Trainer Class so potential certification candidates can meet the first requirement. NCWM Certified Instructors may be available to assist weights and measures jurisdictions in training. A list of the currently certified NTP Instructors and the courses they teach is available on the Internet at http://www.nist.gov/ncwm or from the NCWM's Fax on Demand System at 1-800-925-2453. (Request document 302.) Please contact the instructors directly.

403-4 I Education Sessions – 2000 Conference

Source: A&P Committee

We will sponsor presentations on the following topics during the 85th NCWM Annual Meeting in 2000. Please refer to the Annual Meeting schedule for information on the time and location of the sessions.

- 1. Presentation on the "Retail Motor Fuel Program Self-Assessment Checklist" developed by the Voluntary Program Assessment Working Group Richard Philmon, Illinois, and Ross Andersen, New York.
- 2. Presentation on "Using the Internet to Publicize Weights and Measures Programs" Amy Kearnan, Public Affairs Director, and David C. Freiders, Director, San Francisco County Department of Consumer Assurance.
- 3. "Update on the National Training Program and Certified Instructor Program" Richard Philmon, Illinois

Emerging Issues

The Committee will review emerging issues reported by the regional associations to determine the need for educational sessions at future meetings and solicits additional suggestions from the NCWM membership.

403-5 I Service Personnel Training

Source: Gordon Johnson, Gilbarco, Inc.

Debbie Joines, Gasoline Pump Manufacturers Association

Gordon Johnson and Debbie Joines requested that the NCWM sponsor educational programs for device service personnel similar to training provided to regulatory officials. They recommended that States consider making the training mandatory for registered service personnel who perform official tests. We are working with Ms. Joines and Mr. Johnson to develop ways for delivering uniform training to service personnel.

The Gasoline Pump Manufacturer's Association (GPMA) developed a course entitled "Service Technicians and Weights and Measures Requirements." Debbie Joines, GPMA Chairman, presented the course. The course will include guidelines for organizing a class, background on legal and technical requirements, and test procedures. The course's format allows the instructor to customize the presentations to reflect local weights and measures requirements regarding equipment repair and recalibration and notification. GPMA estimates that the complete one-day course can be presented in 6 hours of classroom work.

The Committee commented on the outline, suggested some editorial and technical amendments, and recommended that GPMA test it by presenting a class for several service technicians following the Interim Meeting in January 2000. Tentatively, classes will be presented in Illinois and Florida in March 2000. To obtain a copy of the latest draft, contact Debbie Joines, Wayne Division, 124 West College Ave, Salisbury, Maryland 21804, by e-mail at daj@wayne.com or at 410-546-6600.

404 Public Affairs

404-1 I Weights and Measures Week 2000

For Weights and Measures Week 2000, we selected a price-verification-related theme of "Between the Lines-A Consumer's Guide to Accurate Scanned Pricing" which is based on a consumer-focused scanner accuracy brochure from the Pennsylvania Department of Agriculture. We received permission from Pennsylvania to use the brochure and theme as the basis for a NCWM publication. Presently, we are developing a final version to distribute it on the Internet prior to National Weights and Measures Week in 2000.

At the Interim Meeting, we also met with the NCWM Board of Directors to discuss its work on brochures such as the scanned-pricing brochure. Because the cost of developing, designing, printing, warehousing, and shipping brochures continues to increase, we have decided to make the scanned-pricing brochure available on the NCWM homepage instead of reproducing it in large numbers that we would have to sale to offset the cost of printing.

We will work with OWM to place brochures on the NCWM homepage so that they are available for downloading and use. In the future, we will develop informational brochures with the aim of making them available on the NCWM home page so that they can be downloaded and reprinted as needed.

Because of high storage costs for the current brochures, the Board of Directors decided to distribute the remaining copies of NCWM's brochures "How to Avoid Getting Burned When Buying Firewood" and "Fuel for Thought: Getting What You Pay For at the Gas Station" equally among the States for free. These will be shipped to the State Weights and Measures Offices following the Interim Meeting.

Send ideas for future themes or your suggestions about how jurisdictions can gain more recognition for their programs to Ken Butcher by e-mail at kbutcher@nist.gov or at 301-975-3991.

404-2 I National Consumer Protection Week 2000

Source: Kathleen Thuner, San Diego County, California

The National Association of Consumer Agency Administrators sponsors National Consumer Protection Week in conjunction with the Federal Trade Commission, the American Association of Retired Persons, the National Consumer League, the Consumer Federation of America, the U.S. Postal Inspection Service, and the National Association of Attorneys General.

February 14-20, 2000, has been designated National Consumer Protection Week to highlight national consumer protection and education efforts. The theme is "Armchair Armor: Shopping Safely from Home." Shopping from home offers choice and convenience, but consumers need to know the rules and use the tools to protect themselves from fraudulent offers and unsafe products. Shopping from home includes: online/e-commerce, telemarketing, mail order, door-to-door, yard sales, and flea markets. For information on National Consumer Protection Week, refer to the Internet at http://www.consumer.gov/ncpw/shopsafe.htm

The A & P Committee believes that Weights and Measures Officials and the NCWM need to promote the role they play in consumer protection in conjunction with National Consumer Protection Week activities through closer cooperation with NACAA. Kathleen Thuner, San Diego County, California, and David Frieders, San Francisco City and County, volunteered to serve as co-liaison representatives to NACAA from NCWM.

404-3 I Promoting Weights and Measures in the United States

Informational Materials Displayed at Annual Meeting

We invite jurisdictions and regional associations to share public information and meeting announcements at the 85th NCWM Annual Meeting. Please bring materials to the Annual Meeting where display tables will be available in the registration area. We will judge the informational items for creativity, appearance, and value for public The top three presenters will receive awards.

404-4 I Publicity for the 85th NCWM Annual Meeting

The A & P Committee will work with the State of Virginia to publicize the 2000 NCWM Annual Meeting to be held July 16-20, 2000, at the Omni Hotel in Richmond, Virginia.

404-5 I Participating in the NIST 100th Anniversary Celebration

In 2001, the National Institute of Standards and Technology (NIST) will celebrate its Centennial. The theme is "NIST – First Century of Service to the Nation." The 86th Annual Meeting of the NCWM will be held in Washington, D.C. to allow meeting participants to attend the Centennial functions. We will propose to the Board of Directors that the NCWM present a commemorative 100th birthday plaque to the Secretary of Commerce and the NIST Director during a NIST tour that can be coordinated with a Conference outing.

Submit ideas for ways in which NCWM can contribute to the celebration of NIST's Centennial to Ken Butcher at kbutcher@nist.gov or by phone at 301-975-3991.

- R. Philmon, Illinois, Chairman
- J. Flanders, Georgia
- D. Frieders, San Francisco County, California
- L. Greenleaf, New Jersey
- S. Hadder, Florida

Associate Membership Committee Representative: Robert Fuehne, Ralston Purina (Note: At the 2000 Interim Meeting Allan M. Nelson, NW Associates and Frances P. Holland, Consultant, represented the AMC in Mr. Fuehne's absence.)

- C. Gardner, Suffolk County, New York, Safety Liaison
- K. Butcher, NIST Technical Advisor
- J. Land, NIST Technical Advisor

Committee on Administration and Public Affairs

Yes No

Appendix A

NCWM Voluntary Program Assessment Work Group **Administrative Responsibilities Evaluation Checklist Retail Motor Fuel Inspection Programs**

February 7, 2000

Jurisdiction:	_ Director Name:
the requirement in <i>italic type</i> in the form of questions questions. The NA option may not be available for al	The standard to assess compliance with the standard is written immediately after s. For each requirement, circle Yes or No, or NA if not applicable to answer the ll questions. For each "No" circled, identify the requirement number and provide ment sheet to make other notes regarding your findings.
Items with an asterisk "*" after the number indicate r	non-critical program areas. A "No" or "NA" response for one of these items will

not be considered a critical program deficiency.

1. Provide Legal and Financial Basis for Inspection Program Are laws enacted or regulations promulgated pursuant to procedures of the jurisdiction in the following areas? Sections taken from, or based on, Handbook 130 for each item below may be used to document compliance. Jurisdictions may also have unique wording to meet special needs. 1.1 Law enacted specifying authority to inspect and test devices, authorizing Yes No access to premises, etc. Do inspectors have legal power to enter commercial establishments and conduct inspections (See Handbook 130 Weights and Measures Law Section 12)? 1.2 Law enacted specifying power to promulgate regulations to give full effect to Yes No the law. Does the Director (or agency head) have authority to promulgate regulations (See Handbook 130 Weights and Measures Law Section 12)? 1.3 Law enacted specifying enforcement tools. Do inspectors have authority to Yes No issue condemnation and stop-use orders? Does the Director have authority to cite penalties, prosecute violators, and/or Yes No employ other enforcement tools (See Handbook 130 Weights and Measures Law Section 13)? 1.4* Regulations in place setting frequency of inspection for devices. Is a Yes No NA regulation or are procedures in effect setting frequency of inspection for commercial devices? 1.5 Regulations in place promulgating current version of Handbook 44. Is a Yes No regulation in effect adopting the current version of NIST Handbook 44? Regulations in place requiring NTEP Certificate of Conformance for devices 1.6 Yes No used or sold for use in commerce. Is a regulation in effect that requires that a device be traceable to a Certificate of Conformance, or otherwise approved by the jurisdiction (See Handbook 130 National Type Evaluation Regulation)? 1.7* Regulations in place to register service persons and define duties and Yes NA responsibilities for service persons. Is a regulation in effect authorizing the Director to register servicepersons? Does the regulation in effect define qualifications, duties and responsibilities Yes No NA of servicepersons (See Handbook 130 Voluntary Registrations of (Use NA only if Servicepersons Regulation)? NA above) 2. Define Program Goals and Performance Standards The jurisdiction may use a combination of documents (Law, Regulations, Quality Manual and/or other documents) to set goals and standards.

Management organizes the staff with defined areas of responsibility (both

	program areas and geographical territories or zones) and defined levels of supervision. Is the jurisdiction organized as recorded on an organizational chart for inspection functions, including administration, support staff, and field inspection staff?	
2.2*	Management maintains current job descriptions for each title/position. <i>Does</i> the jurisdiction have written job descriptions describing duties and minimum qualifications for all positions?	Yes No
2.3	Management defines program goals. Are both general goals for the overall program as well as specific goals for individual projects defined in writing? Some goals will be defined in law and regulation, while most are administrative in nature.	Yes No
	Can the Director identify examples and explain the process by which goals are set?	Yes No
2.4*	Management maintains a performance evaluation program for all staff. Are periodic performance evaluations conducted for each employee? Evaluations must include performance goals and standards, must identify training needs and must provide feedback to the employee?	Yes No
2.5*	Management defines performance standards for registered serviceperson programs. Are minimum performance standards established for registered servicepersons?	Yes NA
	Can management provide examples of how serviceperson performance is measured and describe how the program ensures that servicepersons are meeting their responsibilities? Management may use qualifying exams, follow-up inspections, etc.	Yes No NA (Use NA only if NA above)

3. Def	3. Define Inspection and Test Procedures		
Th	The jurisdiction may use a combination of documents (Quality Manual, NCWM Publication 12		
EP	O's, and/or other manuals to define procedures.		
3.1	Management defines minimum inspection procedures in writing for each	Yes No	
	inspection discipline. Are written procedures in place to set minimum		
	inspection criteria (refers to specifications, user requirements, labeling or		
	markings, etc) to be applied for each device inspected (See Section 3.2 for		
	testing)? Procedures may be in the form of NIST Handbooks, EPO's (NCWM		
	Publication 12) or may be specific guidance documents.		
3.2	Management defines minimum test procedures in writing for each inspection	Yes No	
	discipline. Are written procedures in place to prescribe minimum tests (refers		
	to examination of a device, package or practice for conformance with the		
	tolerances and other applicable performance standards) to be applied to each		
	device tested? Procedures may be in the form of NIST Handbooks, EPO's		
	(NCWM Publication 12) or may be specific guidance documents.		
3.3	Management defines procedures for use in complaint and/or undercover	Yes No	
	investigations. Are written procedures in place to prescribe procedures and		
	techniques for complaint and/or undercover investigations?		

3. 4	Management defines enforcement procedures. Are written procedures in place for initiating enforcement actions?	Yes No
	Do those procedures identify what actions are available and when they are to be used (stop-use and condemnation orders, warning letters, penalties, or prosecution)?	Yes No
	Do the procedures identify the forms used, the legal filing procedures, procedures for scheduling reinspections, etc?	Yes No
	Do the procedures include "Due Process" provisions?	Yes No

4. Provide Training for Each Inspector or Supervisor		
Jur	isdictions may use completion of the NTP courses as evidence of compliance in	this area. For
eac	h item, can management provide documentation of training provided to each sta	yff member?
4.1	Management provides training on law and regulations. Was training provided?	Yes No
4.2	Management provides training on organization and use of NIST Handbook 44. Was training provided?	Yes No
4.3	Management provides training on NTEP and use of Certificates of Conformance. Was training provided?	Yes No
4.4	Management provides training on safety. Was training provided?	Yes No
4.5	Management provides training on appropriate inspection and test procedures. <i>Was training provided?</i>	Yes No
4.6	Management provides training on use and care of standards. Was training provided?	Yes No
4.7	Management provides training on completion and processing of report forms. Was training provided?	Yes No
4.8	Management provides training on completion and processing of official orders. <i>Was training provided?</i>	Yes No
4.9	Management provides training on conduct of complaint and undercover investigations. <i>Was training provided?</i>	Yes No
4.10	Management keeps records of training provided to each inspector. Are records of training maintained for each staff member, ranging from trainer logs, to attendance lists, to a database?	Yes No
	Are records in a form that can be accessed to assist in identifying training needs?	Yes No

5. Provide Inspection Staff with Appropriate Reference Standards and Test Equipment Is each inspector equipped with the necessary equipment and reference materials to conduct the inspections and tests specified for each inspection discipline?		
5.1	Management provides current versions of Law and Regulations. <i>Are copies provided?</i>	Yes No
5.2	Management provides current version of Handbook 44. <i>Are copies provided?</i>	Yes No
5.3	Management provides current version of written procedures, Quality Manual, EPO's, program directives, etc. <i>Are copies provided?</i>	Yes No

5.4	Management provides inspectors with access to NTEP Certificates of Conformance. Can each inspector get access to the information in the Certificate of Conformance for a device? Access may range from a copy of the certificate (Publication 5) to contact with another person who has a copy.	Yes No
5.5	Management provides necessary standards and test equipment. Is each inspector provided with test measure(s), certified by a NIST traceable laboratory, which is(are) appropriate for the task, including capacity (5 gallons for flow rates up to 20 GPM or equivalent of one minute at maximum flow for rates 20 GPM and over)? Is each inspector issued other associated test equipment appropriate for the	Yes No
	task (e.g. tape measure for hose length)?	Yes No NA
5.6	Management provides necessary support equipment. Is each inspector provided with additional support equipment to conduct proper tests (e.g. a metal funnel with a non-sparking outlet), seals, including security seals and approval seals, seal press, other equipment (e.g. calculator, level and other hand tools, etc)?	Yes No
5.7	Management provides inspectors with current versions of inspection reports, worksheets, and other forms. <i>Is each inspector provided with current versions of inspection reports, worksheets, and other forms?</i>	Yes No

6. Pr	6. Provide a Safe Working Environment		
6.1	Jurisdiction has a written safety program or policy. Does the jurisdiction have a policy, reflecting current federal and state laws, regarding worker safety? Documentation may be in the Quality Manual, or may be in other documents such as state worker safety rules or federal OSHA standards.	Yes No	
6.2	Management actively promotes safety in all activities. Is "Safety first" thinking integrated in all management programs including training, supervision, performance evaluation, etc?	Yes No	
	Are safety issues presented in training for each inspection area?	Yes No	
	Are supervisors required to evaluate inspector implementation of safety policies?	Yes No	
	Does management include safe practices as standards in inspector performance evaluations?	Yes No	
6.3	Management issues personal protective equipment and other safety equipment to each inspector. Has safety equipment been issued as necessary for each inspection discipline (See standards and equipment section for each device type)?	Yes No NA	

7. Pro	ovide Record Keeping Systems to Record and Evaluate Program Progress	
7. Pro 7.1	Management designs appropriate report forms to collect data to support the enforcement programs. (Check each box below as appropriate) Does the form provide space to record the following general information? Form title, number and revision date. Agency name, address and phone number. Inspection number that uniquely identifies the inspection. Inspection date. Name, address and phone number of establishment inspected. Remarks area for official comments and summary of inspection and test results. Signature of inspector. Optional: Signature of establishment representative. Optional: Type of inspection, routine, reinspection, investigation, etc. Optional: Classification of the establishment. Optional: Brand affiliation of establishment Does the form provide space to record the following specific information for each device inspected? Manufacturer, model and serial number of the device inspected. Size of the test draft(s) used in the tests. Tolerance applied, acceptance or maintenance. As-found error, normal test. (Maximum discharge rate) As-found arror, special test. (Minimum discharge rate) As-found and final compliance of the device. May be P/F or narrative. Optional: NTEP CC number for new devices. Optional: NTEP CC number for new devices. Optional: Results of other tests (e.g. anti-drain valve, RFI/EMI, zero-setback interlock, price computation, etc.) Optional: Type or grade of product dispensed.	Yes No NA
7.2	Optional: Unit price of product and value of any shortage or overage. Supervisors review and/or verify inspection reports of subordinates. Do supervisors review inspection reports and/or conduct follow-up inspections to evaluate inspector performance and identify potential problems?	Yes No
	Is this responsibility written in the performance evaluation program of each supervisor?	Yes No
7.3	Management collects inspection reports at a central location(s) for electronic data entry and/or filing. <i>Is an organized filing system in place to retain official records?</i>	Yes No
	Is the filing system documented and can authorized staff find and retrieve records as needed?	Yes No
7.4*	Management has an established record retention program and archiving procedure. Are record retention periods established for each type of record and are archiving procedures documented in writing?	Yes No

8. Take Action on Violative Inspection Results		
8.1	Agency takes appropriate enforcement actions against violators. <i>Does management have records of enforcement actions taken?</i>	Yes No
	Can management provide examples of how enforcement procedures were used at all levels (i.e. from field inspector issuing stop-use orders to management citing penalties, rescinding licenses, or initiating prosecutions)?	Yes No

9. Pro	ogram Review and Improvement	
9.1	Management evaluates program effectiveness at all levels. <i>Does management have a documented review program to evaluate program effectiveness on a continuous and/or annual basis?</i>	Yes No
	Can management provide examples of the process and provide examples of changes that have been made to the laws or regulations, program goals and standards, inspection/test procedures, training program, inspection/test equipment, safety program, record keeping, and/or enforcement procedures?	Yes No
9.2*	Management reaches out to consumers and industry to promote the program and encourage compliance at all levels. <i>Can management describe examples of outreach programs directed at regulated parties?</i>	Yes No NA
	Can management describe examples of outreach programs directed at servicepersons?	Yes No NA
	Can management describe examples of outreach programs directed at consumers?	Yes No NA

Rater: Date:

See attached comment sheet.

NCWM Voluntary Program Assessment Work Group Administrative Responsibilities Evaluation Checklist Retail Motor Fuel Device Inspection Programs

February 7, 2000

Jurisdiction:		Director Name:	
	Adminis	strative Responsibilities Comment Sheet	
Requirement	Comment		
Rater:		Date:	

NCWM Voluntary Program Assessment Work Group Inspector Responsibilities Evaluation Checklist Retail Motor Fuel Dispensers

February 7, 2000

Numbered items in normal text are the requirements. The standard to assess compliance with the standard is written immediately after the requirement in *italic type* in the form of questions. For each requirement, circle Yes or No, or NA if not applicable to answer the questions. For each "No" circled, identify the requirement number and provide and explanation on a comment sheet. Also use the comment sheet to make other notes regarding your findings.

All items in this checklist indicate critical program areas. Any "No" response represents a critical program deficiency.

1. Th	e Inspector is Trained.	
Ca	n each inspector cite references relating to the following areas and correctly and	swer questions
(i.e	e. assessor may use review and exam questions from NTP courses) in each area?	
1.1	The inspector has knowledge of program goals and objectives.	Yes No
1.2	The inspector has knowledge of the pertinent laws.	Yes No
1.3	The inspector has knowledge of the pertinent regulations.	Yes No
1.4	The inspector has knowledge of Handbook 44.	Yes No
1.5	The inspector has knowledge of NTEP and a Certificate of Conformance.	Yes No
1.6	The inspector has knowledge of the prescribed inspection and test procedures	Yes No
	for the devices.	
1.7	The inspector has knowledge of safety issues and practices associated with	Yes No
	device and products tested.	
1.8	The inspector has knowledge of the proper use and care of the standards and	Yes No
	equipment.	
1.9	The inspector has knowledge of the prescribed procedures for complaint and	Yes No NA
	undercover investigations.	

2. Th	2. The Inspector is Prepared to Perform Inspections.	
Dc	es the inspector have the following reference items at his/her disposal at the insp	pection site(s)?
2.1	The Inspector has appropriate credentials.	Yes No
2.2	The Inspector has copies of pertinent laws, regulations and reference books.	Yes No
	Does inspector have current copies of law, regulations, Handbook 44, etc?	
2.3	The Inspector has NTEP Certificates or has access to them as needed. Can the	Yes No
	inspector get access to an NTEP Certificate when needed?	
2.4	The Inspector has copies of testing procedures. Does inspector have copies of	Yes No
	procedures (NCWM Publication 12 and/or Jurisdiction Quality Manual)?	
2.5	The Inspector has necessary report forms, worksheets, and official orders.	Yes No
	Does the inspector have copies?	

3. Th	e Inspector has Necessary Equipment to Perform Tests.	
$D\epsilon$	pes the inspector have the following test equipment and supplies at his/her dispos	sal at the
ins	spection site(s)?	
3.1	Inspector has appropriate standards. Are the test measures certified traceable to NIST and appropriate in capacity and division size?	Yes No
	Are the test measures in good condition (i.e., clean and free of dents, clear sight tube, etc) and protected while not in use (case or enclosure)?	Yes No
	Does the inspector have other necessary standards (e.g. tape measure)?	Yes No N/A
3.2	Inspector has support equipment including means to return product to proper storage. <i>Does the inspector have appropriate equipment at the site (funnel, hoses, etc)?</i>	Yes No
3.3	Inspector has safety equipment. Does the inspector have appropriate safety equipment (safety cones, splash covers, protective gloves, etc)?	Yes No

4. Ins	spector Conducts Inspections and Tests.	
4.1	Preliminary steps. Does the inspector identify him/herself to establishment manager and explain purpose of inspection (routine, complaint, etc, but not applicable for undercover investigations)?	Yes No
	Does the inspector explain the manager's responsibilities (access to dispenser interior, audit trails, etc)?	Yes No
	Does the inspector identify appropriate product storage markings and verify ability to return product to storage?	Yes No
4.2	Inspector inspects each dispenser. Does the inspector:	
	Check suitability?	Yes No
	Check that device has valid NTEP Certificate of Conformance?	Yes No
	• Check that devices are properly installed (plumb, level, etc)?	Yes No
	• Check for correct pump markings (ID, product identity, etc)?	Yes No
	• Check pump interior for leaks, exposed wiring, modifications, etc)?	Yes No
	Check security seals/audit trails?	Yes No
	• Check condition of hoses and nozzle?	Yes No
	• Check condition of vapor eliminator system (pump systems only)?	Yes No
4.3	 Measurement Tests - General. For each test draft, does the inspector: Use the test measure correctly (wet down, level, reading at eye level, 30 second pour/10 second drain, grounding during product return, etc)? 	Yes No
	• Verify correct operation of primary and operational displays, and price computations?	Yes No
	Verify correct operation of totalizers?	Yes No
	Safely return product to correct storage tank?	Yes No
4.4	Conducts Normal Test(s) <i>Does the inspector conduct normal tests on each device?</i>	Yes No
	Does the inspector repeat tests, as required, to verify results?	Yes No
4.5	Conducts Special Test(s) Does the inspector conduct special tests on each device as required?	Yes No
	Does the inspector repeat tests, as required, to verify results?	Yes No

4.6	Conducts other performance tests on each dispenser. Does the inspector conduct anti-drain valve, zero-setback interlock, repeatability, price computation and other performance tests on each device according to jurisdiction guidelines?	Yes No
4.7	Conducts other performance tests on system components, as required. <i>Does</i> the inspector conduct tests of solenoid valves (submersible pump systems only) and verify operation of point-of-sale terminals or consoles (agreement of indications, etc)?	Yes No
4.8	Inspector looks for unusual situations or potentially fraudulent practices while conducting inspections. <i>Does the inspector look for unusual situations and potentially fraudulent practices?</i> Can the inspector describe the kinds of things he/she is looking for, or examples found in past inspections)?	Yes No
4.9	Inspector conducts complaint or undercover investigations. Does the inspector conduct assigned investigations as per jurisdictional guidelines and file appropriate reports?	Yes No NA

5. Ins	spector Completes Inspection	
5.1	Inspector completes the required reports documenting the inspection. <i>Does</i> the inspector complete the inspection report(s) following jurisdiction guidelines?	Yes No
	Are compliant devices passed and non-compliant devices failed following jurisdiction guidelines?	Yes No
5.2	Inspector issues the appropriate directions and orders to the device user. <i>Does</i> the inspector take appropriate enforcement action as per jurisdiction guidelines with respect to failing devices (issuing repair or condemnation orders, etc)?	Yes No
	Does the inspector explain the test results to establishment manager and explain any orders issued?	Yes No
	Does the inspector answer questions about the inspection, as needed, following jurisdiction guidelines?	Yes No
5.3	Inspector reports unusual situations to superiors and/or conducts further investigations. If a situation arises, does the inspector report to supervisors and/or conduct investigations to verify whether operations are in conformance?	Yes No
	Can the inspector describe what form investigations may take and when each would be applied?	Yes No
	Does the inspector prepare narrative reports of such findings?	Yes No

D - 4	Data
Rater:	Date:

Rater should document and explain each deficiency on a separate page along with general comments.

NCWM Voluntary Program Assessment Work Group **Inspector Responsibilities Evaluation Checklist Retail Motor Fuel Device Inspection Programs**

February 7, 2000

		Inspector Name:		
Inspector Responsibilities Comment Sheet				
Requirement	Comment			

Jurisdiction Name Street Address City, State, Zip Phone Number

For	m No./Rev Da	ite			r none r	vuiiibei							
Date			Retail N	Retail Motor Fuel Device Report Form					Test #				
Nar	ne			Phone					Zone				
Ado	dress					Establishment Type			Inspection Type				
City	y, State, Zip			Product Brand			and						
1	Pump# Product		\$/gal	Mfr	Mode		S/N					Visual Inspection Pass Fail	
			erance Applied Maint Accept	Error Normal	Error	Error Special		Pa		er Tests ass Fail		Compliance Pass Fail	
2	Pump#	Product	\$/gal	Mfr	Model	1	·	S/N				Visual Inspection Pass Fail	
	Test Draft		erance Applied Maint Accept	Error Normal	Error Special I		Erro	or Other	Other Tests Pass Fail			Compliance Pass Fail	
3	Pump#	Product	\$/gal	Mfr	Model	1		S/N	•			Visual Inspection Pass Fail	
			erance Applied Maint Accept	Error Normal	Error	Error Special E		or Other	Other Tests Pass Fail			Compliance Pass Fail	
4	Pump# Product		\$/gal	Mfr	Model			S/N		- 411	Visual Inspection Pass Fail		
			erance Applied Maint Accept	Error Normal	Error	Error Special Err		or Other	Other Tests Pass Fail		Fail	Compliance Pass Fail	
5	Pump#	Product	\$/gal	Mfr	Mode	1		S/N			- 411	Visual Inspection Pass Fail	
	Test Draft		erance Applied Maint Accept	Error Normal	Error	Special	Erro	or Other		r Tests	Fail	Compliance Pass Fail	
6	Pump#	Product	\$/gal	Mfr	Mode	1		S/N		455	Tun	Visual Inspection Pass Fail	
			erance Applied Maint Accept	Error Normal	Error	Special Erro		or Other	Other Tests Pass Fail			Compliance Pass Fail	
7	Pump# Product		\$/gal	Mfr	Mode	del		S/N	S/N or Other Other Tests Pass Fail		1 an	Visual Inspection Pass Fail	
Test Draft			erance Applied Maint Accept	Error Normal	Error	Special	pecial Erro					Compliance Pass Fail	
8	Pump# Product		\$/gal	Mfr	Mode	el T		S/N	rass ran		ran	Visual Inspection Pass Fail	
			erance Applied Maint Accept	Error Normal	Error	Special Erro		or Other Other Tests Pass		Fail	Compliance Pass Fail		
9	Pump# Product		Maint Accept \$/gal	Mfr	Model			S/N		tss 1 an		Visual Inspection Pass Fail	
			erance Applied Maint Accept	Error Normal	Error	Error Special E		or Other Other Tests Pass		Fail	Compliance Pass Fail		
10	Pump#	Product	\$/gal	Mfr	Mode	1		S/N		188	ган	Visual Inspection	
	Test Draft		erance Applied	Error Normal	Error	Special	Erro	or Other		r Tests		Pass Fail Compliance	
		1	Maint Accept						Pa	ass	Fail	Pass Fail	
Volume of Product Returned to Storage Grade/Gal			al	Grade/Gal	nde/Gal		Grade/Gal		Grade/Gal				
Rema	arks		1				I						
Ackr	nowledged					Inspected by							

Appendix B
Associate Membership Committee Scholarships 1999-2000

	Requesting Body	Training or Activity to be Provided	Scholarships* Awarded *@ \$500 each	Total Value
1	Alabama	Retail Scales and Package Testing	2	\$1,000
2	Arkansas	NTEP	2	\$1,000
3	Arkansas	Package Testing	1	\$500
4	Colorado	NTEP	1	\$500
5	Georgia	Retail Motor Fuel Dispenser Testing	1	\$500
6	Georgia	Package Testing	1	\$500
	Idaho	Retail Motor Fuel Dispenser Testing	2	\$1000
8	Illinois	LPG Meter Testing	1	\$500
	Illinois	Small Scale Testing	1	\$500
	Illinois	Livestock Scale Testing	1	\$500
	Kern County, CA	Heavy Capacity Scale Testing	1	\$500
12	Kern County, CA	Retail Motor Fuel Dispenser Testing	1	\$500
13	Louisiana	NTEP	4	\$2000
14	Maryland	Inspector Training	2	\$1000
15	Michigan	LPG Meter Testing	5	\$2500
16	Missouri	Livestock Scale Testing	2	\$1,000 \$500 \$1000
17	Missouri	Package Testing	1	
18	Montana	Retail Motor Fuel Dispenser Testing	2	
19	Nevada	Training Equipment	4	\$2000
20	Ohio	Training Materials	1	\$500
21	Pennsylvania	Retail Scales and Motor Fuel Dispenser Testing	2	\$1,000
22	Pennsylvania	Loading Rack Meter Testing	1	\$500
23	Seattle, WA	Vehicle Scale Testing	2	\$1,000
	Texas	Inspector Training	2	\$1,000
25	Wisconsin	LPG Meter Testing	3	\$1500
	Indiana Association of Weights and Measures	NTEP	1	\$500
27	Southern Weights and Measures Association	Newsletter	1	\$500
	Northeastern Weights and Measures Association	Newsletter	1	\$500
	Central Weights and Measures Association	Newsletter	1	\$500
		Totals	50	\$25,000